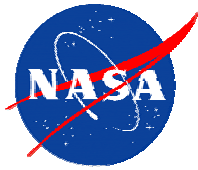




DIVERSITY

NASA GODDARD SPACE FLIGHT CENTER



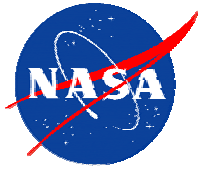
# DDP Phase E status

September 4, 2003



DIVERSITY

NASA GODDARD SPACE FLIGHT CENTER



# Background

- Phase E started in July 2003 with 7 GSFC employees as facilitators
  - Codes 110 (1), 200 (2), 300 (1), 400 (3)
- OD Systems observes first 6 sessions
  - Provides individual coaching immediately following session
  - Provides group coaching on alternate weeks
- Special Assistant observes and participates in all sessions

- 4 groups for a total of 54 employees
  - Greenbelt only sessions
- Attendance is at norm for previous phases
- Sessions opened by DC/EC member who previously participated
- Deputy Director and Diversity Champion to participate in one session with each group
  - Group members expressed an interest in Bill Townsend participating in a full 2-hour session –
    - Full dialogue participant to partial dialogue with an opportunity for Q&A at the end of the session.
    - Particularly interested in hearing where Bill's "coming from" on diversity issues (his story).

# Observations

- Group members seem to be willing and interested participants (although some members participate less than others) and have expressed an understanding of why the dialogues are important to Goddard and to the participating individuals.
- Groups are coming together fairly well. It takes time to establish trust such that people can interact on a deeper level.
- The group has accepted internal facilitation without any qualms. One person called this a "reverse outsourcing effort" and seemed pleased that the Center was taking this initiative.
- Facilitating can be both exhilarating and exhausting, as well as deeply satisfying.
- Management needs to respect the amount of time involved in all phases of facilitation (training, preparation for sessions, conducting sessions, debriefing) and understand how this investment of time will help the Center as a whole.
- Management needs to both participate personally and encourage their employees to participate in sessions. **This is real work for their employees, not just a chance to get out of the office. It will pay dividends down the road!**
- Internal facilitators appreciate the feedback and coaching from OD Systems. This has been a tremendous support as they hone skills.